

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Monday, 21 December 2020 12:21 PM
To: Yong, Joanne-LF
Cc: Admin A
Subject: AIG REF : 2971833699SG | ACCIDENT INVOLVING SLR7509S & SBS6008R ON 13/07/2020
Attachments: EMAIL FROM TP REPAIRER DD 21.12.2020.pdf

Dear Joanne

Third Party workshop inform that they will co-ordinate directly to AIG.

We will submit report & close file at our end.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Jaslin Kok (LKK Auto)

From: Yoong Lee Moi <yoonglm@comfortdelgro.com>
Sent: Thursday, 24 December 2020 9:26 AM
To: ClaimsAdminSupport@aig.com
Cc: Jaslin Kok (LKK Auto)
Subject: Re: LKK REF: CC4/AIG20007466/Gda3 SBS Ref: IP202002484/RC/LM -- SBS6008R & SLR7509S along Right turn into Dunearn Rd on 13/07/2020 at 0745am

Without Prejudice

Dear Sirs,

We refer to the above matter.

Kindly forward this email to the officer in-charge.

Thanks & Regards,
Yoong Lee Moi
Claims Officer
Claims Department
DID: 6383 7283
Fax: 6383 7626

NOTICE ON COVID-19

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation in Singapore. For the health and safety of our customer, service providers and employees, we regret that we are unable to entertain any physical meetings for the time being and suggest that all communications be done through email, phone call and virtual meeting. All submission of claim related documents and information shall be in softcopy through email. I am contactable through my email; yoonglm@comfortdelgro.com and for urgent matters, please do not hesitate to reach out to me through DID; 63837283. Thank you.

We are committed to excellence. For our continual improvement, please contact Mr Peter Chelliah at peterjc@comfortdelgro.com if you have any suggestions or have yet to receive a response to your issue. We welcome your feedback.

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Wednesday, 23 December 2020 4:14 PM
To: Yoong Lee Moi <yoonglm@comfortdelgro.com>
Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: LKK REF: CC4/AIG20007466/Gda3 SBS Ref: IP202002484/RC/LM -- SBS6008R & SLR7509S along Right turn into Dunearn Rd on 13/07/2020 at 0745am

CAUTION : This email originated from an **external** party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to email below dated 21/12/2020.

We were informed that your claim officer will co-ordinate directly to AIG.

Kindly advise.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Yoong Lee Moi <yoonglm@comfortdelgro.com>

Sent: Tuesday, 22 December 2020 6:24 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: LKK REF: CC4/AIG20007466/Gda3 SBS Ref: IP202002484/RC/LM -- SBS6008R & SLR7509S along Right turn into Dunearn Rd on 13/07/2020 at 0745am

Without Prejudice

Dear Sirs,

Our CCTV footage revealed your insured vehicle had encroached into our bus's path of travel, see attached CCTV screenshots.

Please let us have your offer to settle our claim within the next 7 days.

RH rear camera



RH front camera



Thanks & Regards,
Yoong Lee Moi
Claims Officer
Claims Department
DID: 6383 7283
Fax: 6383 7626

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From: Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>
Sent: Monday, 21 December 2020 12:14 PM
To: Yao Tianhao <yaoth@sbstransit.com.sg>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Chang Su Peng <changsp@sbstransit.com.sg>
Cc: Li Ming <liming@sbstransit.com.sg>; Shah Komal Navinchandra <shahkn@sbstransit.com.sg>; Celestian M A Bangar <celestianbangar@sbstransit.com.sg>; Rusli Bin Ismail <rusli@sbstransit.com.sg>; Wong Yew Fatt <wongyf@sbstransit.com.sg>; Tan Meng Kiang <tanmk@sbstransit.com.sg>; Admin A <admin-a@lkkauto.com>; Alice Liow Bee Yan <alicelby@comfortdelgro.com>; Yoong Lee Moi <yoonglm@comfortdelgro.com>
Subject: Re: Our ref: E26922020: (IP 2020/02484/RC/LM)SBS6008R & SLR7509S along Right turn into Dunearn Rd on 13/07/2020 at 0745am *** LKK REF: CC4/AIG20007466/Gda3

Hi Jaslin,

Claims-LOD sent to AIG on 11.08.2020
Our officer will co-ordinate directly to AIG.

Thank you
Best regards,
Linda
Claims Department
DID: 63837747
Fax: 63837626

We are committed to excellence. For our continual improvement, please contact Mr Peter Chelliah at peterjc@comfortdelgro.com if you have any suggestions or have yet to receive a response to your issue. We welcome your feedback.

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From: Yao Tianhao <yaoth@sbstransit.com.sg>

Sent: Monday, 21 December 2020 12:05 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Chang Su Peng <changsp@sbstransit.com.sg>; Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>

Cc: Li Ming <liming@sbstransit.com.sg>; Shah Komal Navinchandra <shahkn@sbstransit.com.sg>; Celestian M A Bangar <celestianbangar@sbstransit.com.sg>; Rusli Bin Ismail <rusli@sbstransit.com.sg>; Wong Yew Fatt <wongyf@sbstransit.com.sg>; Tan Meng Kiang <tanmk@sbstransit.com.sg>; Admin A <admin-a@lkkauto.com>; Alice Liow Bee Yan <alichelby@comfortdelgro.com>

Subject: Re: Our ref: E26922020: Accident involving SBS Transit bus SBS6008R and vehicle no: SLR7509S had taken place at/along Right turn into Dunearn Rd on 13/07/2020 at 0745am *** LKK REF: CC4/AIG20007466/Gda3

Hi Supeng,

Pls assist.

Claims colleague for assistance on CCTV part to insurer pls

Thanks and Regards,
Tianhao
Bus Safety (Investigation)

SBS Transit Ltd
DID: 6383 7267
Fax: 6283 1393

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Monday, 21 December 2020 12:01 PM

To: Yao Tianhao <yaoth@sbstransit.com.sg>; Chang Su Peng <changsp@sbstransit.com.sg>; Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>

Cc: Li Ming <liming@sbstransit.com.sg>; Shah Komal Navinchandra <shahkn@sbstransit.com.sg>; Celestian M A Bangar <celestianbangar@sbstransit.com.sg>; Rusli Bin Ismail <rusli@sbstransit.com.sg>; Wong Yew Fatt <wongyf@sbstransit.com.sg>; Tan Meng Kiang <tanmk@sbstransit.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: Our ref: E26922020: Accident involving SBS Transit bus SBS6008R and vehicle no: SLR7509S had taken place at/along Right turn into Dunearn Rd on 13/07/2020 at 0745am *** LKK REF: CC4/AIG20007466/Gda3

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WITHOUT PREJUDICE

Dear Sirs/Mdm,

Please amend your GIA report and let us have a copy if you are claiming third party. Also, please provide us the video footage/any evidence as liability is unclear.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Monday, 9 November 2020 4:26 PM

To: Yao Tianhao <yaoth@sbstransit.com.sg>; Chang Su Peng <changsp@sbstransit.com.sg>; Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>

Cc: Li Ming <liming@sbstransit.com.sg>; Shah Komal Navinchandra <shahkn@sbstransit.com.sg>; Celestian M A Bangar <celestianbangar@sbstransit.com.sg>; Rusli Bin Ismail <rusli@sbstransit.com.sg>; Wong Yew Fatt <wongyf@sbstransit.com.sg>; Tan Meng Kiang <tanmk@sbstransit.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: Our ref: E26922020: Accident involving SBS Transit bus SBS6008R and vehicle no: SLR7509S had taken place at/along Right turn into Dunearn Rd on 13/07/2020 at 0745am *** LKK REF: CC4/AIG20007466/Gda3

WITHOUT PREJUDICE

Dear Sirs/Mdm,

Please amend your GIA report and let us have a copy if you are claiming third party. Also, please provide us the video footage/any evidence as liability is unclear.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Yao Tianhao [<mailto:yaoth@sbstransit.com.sg>]

Sent: Monday, 12 October 2020 4:42 PM

To: Jia Le (LKK Auto); Chang Su Peng; Linda Yeung Fook Mooi

Cc: Li Ming; Shah Komal Navinchandra; Celestian M A Bangar; Rusli Bin Ismail; Wong Yew Fatt; Tan Meng Kiang; Admin A

Subject: Re: Our ref: E26922020: Accident involving SBS Transit bus SBS6008R and vehicle no: SLR7509S had taken place at/along Right turn into Dunearn Rd on 13/07/2020 at 0745am *** LKK REF: CC4/AIG20007466/Gda3

Dear Linda,

Pls see email below for your kind assistance pls

Thanks and Regards,

Tianhao

Bus Safety (Investigation)

SBS Transit Ltd

DID: 6383 7267

Fax: 6283 1393

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Monday, 12 October 2020 4:37 PM

To: Chang Su Peng <changsp@sbstransit.com.sg>; Yao Tianhao <yaoth@sbstransit.com.sg>

Cc: Li Ming <liming@sbstransit.com.sg>; Shah Komal Navinchandra <shahkn@sbstransit.com.sg>; Celestian M A Bangar <celestianbangar@sbstransit.com.sg>; Rusli Bin Ismail <rusli@sbstransit.com.sg>; Wong Yew Fatt <wongyf@sbstransit.com.sg>; Tan Meng Kiang <tanmk@sbstransit.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: Our ref: E26922020: Accident involving SBS Transit bus SBS6008R and vehicle no: SLR7509S had taken place at/along Right turn into Dunearn Rd on 13/07/2020 at 0745am *** LKK REF: CC4/AIG20007466/Gda3

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Dear Sirs/Mdm,

Kindly advise whether you are making the third party claim as the report stated own damage claim.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Chang Su Peng [<mailto:changsp@sbstransit.com.sg>]

Sent: Monday, 20 July 2020 3:55 PM

To: Yao Tianhao; Mei Kwan (LKKAuto)

Cc: Li Ming; Shah Komal Navinchandra; Celestian M A Bangar; Rusli Bin Ismail; Wong Yew Fatt; Tan Meng Kiang; Jia Le (LKK Auto); Admin A

Subject: Re: Our ref: E26922020: Accident involving SBS Transit bus SBS6008R and vehicle no: SLR7509S had taken place at/along Right turn into Dunearn Rd on 13/07/2020 at 0745am *** LKK REF: CC4/AIG20007466/Gda3

Dear all,

GIA as per requested,

Thanks & Best Regards,

Supeng 謝平

Ext 6606

From: Yao Tianhao <yaoth@sbstransit.com.sg>

Sent: Monday, 20 July 2020 15:50

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Li Ming <liming@sbstransit.com.sg>; Shah Komal Navinchandra <shahkn@sbstransit.com.sg>; Celestian M A Bangar <celestianbangar@sbstransit.com.sg>; Rusli Bin Ismail <rusli@sbstransit.com.sg>; Wong Yew Fatt <wongyf@sbstransit.com.sg>; Tan Meng Kiang <tanmk@sbstransit.com.sg>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Chang Su Peng <changsp@sbstransit.com.sg>

Subject: Re: Our ref: E26922020: Accident involving SBS Transit bus SBS6008R and vehicle no: SLR7509S had taken place at/along Right turn into Dunearn Rd on 13/07/2020 at 0745am *** LKK REF: CC4/AIG20007466/Gda3

Dear Supeng,

Pls provide GIA pls

Thanks and Regards,

Tianhao

Bus Safety (Investigation)

SBS Transit Ltd

DID: 6383 7267

Fax: 6283 1393

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 20 July 2020 3:49 PM

To: Yao Tianhao <yaoth@sbstransit.com.sg>

Cc: Li Ming <liming@sbstransit.com.sg>; Shah Komal Navinchandra <shahkn@sbstransit.com.sg>; Celestian M A Bangar <celestianbangar@sbstransit.com.sg>; Rusli Bin Ismail <rusli@sbstransit.com.sg>; Wong Yew Fatt <wongyf@sbstransit.com.sg>; Tan Meng Kiang <tanmk@sbstransit.com.sg>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Our ref: E26922020: Accident involving SBS Transit bus SBS6008R and vehicle no: SLR7509S had taken place at/along Right turn into Dunearn Rd on 13/07/2020 at 0745am *** LKK REF: CC4/AIG20007466/Gda3

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Dear Sir / Madam,

We refer to the above matter.

Please provide us the following for our necessary action.

- evidence i.e. video and scene photo
- GIA/ police report
- Estimated cost of repair

Please note that for liability, claim negotiation and settlement, please contact **Jia Le via email**.

Our respective case handler will look into the matter and get back to you in due course.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted

From: Yao Tianhao [<mailto:yaoth@sbstransit.com.sg>]

Sent: Monday, July 20, 2020 2:15 PM

To: AIG SGP, Claims-Survey

Cc: Chang Su Peng; Shah Komal Navinchandra; Li Ming; Rusli Bin Ismail; Celestian M A Bangar; Wong Yew Fatt; Tan Meng Kiang; Linda Yeung Fook Mooi; Norlela Binte Ahmad Yusoff; Ang Chong Boon

Subject: [EXTERNAL] Our ref: E26922020: Accident involving SBS Transit bus SBS6008R and vehicle no: SLR7509S had taken place at/along Right turn into Dunearn Rd on 13/07/2020 at 0745am

This message is from an external sender; be cautious with links and attachments.

Dear Sir or Mdm,

PLS REPLY ALL IN THE EMAIL

Please be informed that an accident involving SBS Transit bus SBS6008R and vehicle no: SLR7509S had taken place at/along Right turn into Dunearn Rd on 13/07/2020 at 0745am

2. Our ref: E26922020

3. Kindly advise whether third party Insurer needs to be notified, or we shall proceed to repair our bus.

Kindly let us know within 2 working days from the date of this notice if you wish to carry out or waive a pre-repair inspection.

If we do not hear from you within the next 2 working days, we shall proceed to repair our vehicle without further notice to you.

***We have no objection to your panel of surveyors. Please appoint any surveyor from your panel to conduct the pre-repair survey.**

TO ARRANGE FOR THE INSPECTION PLS CONTACT:

SBST Workshop:

Ang Mo Kio Depot Workshop

Address: 15 Ang Mo Kio St 63

Singapore 569117

The person in-charge is: Shah, Celestian

Contact: 65529620

Emails of contact person:

Li Ming - liming@sbstransit.com.sg

Shah - shahkn@sbstransit.com.sg

Celestian - celestianbangar@sbstransit.com.sg

Rusli - rusli@sbstransit.com.sg

Wong Yew Fatt - wongvf@sbstransit.com.sg

Tan Meng Kiang - tanmk@sbstransit.com.sg

Thanks and Regards,

Tianhao

Bus Safety (Investigation)

SBS Transit Ltd

DID: 6383 7267

Fax: 6283 1393

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SBS Transit Ltd [Registration No. 199206653M]

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ComfortDelGro Corporation Limited [Registration No. 200300002K]

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